

Position Description:

Mental Health Resource Center, a comprehensive mental health center and Joint commission accredited organization is seeking a **Team Coordinator** to join the Adult Florida Assertive Community Treatment (FACT) Lite Program in the **Jacksonville** area.

This is an ideal opportunity for an individual who enjoys working in a team atmosphere and is dedicated to providing both behavioral health care and social services to the individuals we serve in the community.

This program operates on the Linking, Advocating, Transitioning, & Recovery Support (LATRS) service model as defined in DCF Guidance 36. FACT Lite uses a multidisciplinary approach to deliver care to adults with serious mental illness (SMI) by providing mental health rehabilitation interventions and supports necessary to assist participants to achieve and maintain rehabilitative, resiliency, and recovery goals. FACT Lite also provides clinical case management and recovery support that promotes continuity of care and ease of service access until a full transition to community-based care is optimal.

Services provided to individuals served by the FACT Lite Program include, but are not limited to: case management; care coordination; medication oversight and support; psychoeducation regarding mental health challenges and treatment options; assistance and support in addressing health care needs; life skills development; support with furthering education or gaining employment; and working closely with individual' families or other natural supports.

Most of a FACT Lite team member's day is spent in the community completing many of the above duties. Only about 25% of their time is spent in the office. Company vehicles are available, however members of the FACT Lite team also need to use their personal vehicles to provide services and are eligible for reimbursement for mileage.

The FACT Lite team operates Monday through Friday from 8:00 am to 5:00pm. Team members rotate providing crisis on-call coverage after normal business hours, on the weekends and holidays.

Some of the responsibilities of the FACT Team Coordinator position include but are not limited to:

Clinical:

- Assesses and screens potential individuals for FACT Lite services.
- Directs and coordinates the admission process and the treatment, rehabilitation and support services of the program in coordination with the psychiatrist.
- Assigns each individual primary care coordinator.
- Directs and coordinates the completion of the initial and comprehensive assessments and oversees the development of the individual's recovery plan.
- Provides clinical supervision of the development of the initial and comprehensive recovery plans and leads recovery planning meetings.
- Directs and coordinates the FACT Lite services in conjunction with the external providers.
- Provides direct clinical treatment, rehabilitation, and support services to persons served by the program.
- Coordinates the daily organizational meetings to ensure the team's work of the day is scheduled and participant's identified needs are met and appropriate services are provided.

- Functions as a practicing clinician on the team.
- Participates in providing 24-hour on-call coverage for the FACT Lite program.
- Provides clinical supervision to all FACT Lite staff and provides clinical back up, crisis intervention, and consultation after regular business hours.
- Provides and ensures staff are trained in and carry out evidenced-based best practices (e.g. motivational interviewing, trauma informed care, WRAP).
- Monitors for trauma, abuse and neglect and uses appropriate reporting mechanisms.
- Reviews documentation to ensure timely and appropriate treatment to the individuals served, which meets State requirements and MHRC Medical Records Standards.

Administrative:

- Compiles and submits monthly and quarterly program reports and other reports as required or assigned.
- Coordinates and monitors the documentation and delivery of FACT Lite services. Evaluates program effectiveness and works with Director of Community Based Services and Senior Director of Community Support Services to recommend corrective action plans when problems are identified.
- Monitors and evaluates program records in achieving goals for outcomes, direct service, the contract, etc. and works with the Senior Director of Community Support Services to recommend corrective actions plans when problems are identified.
- Ensures staff work hours are scheduled to ensure adequate coverage for day, evening, weekend and holiday shifts and on-call hours.
- Monitors the delivery of psychiatric services.
- Assists in the developing and monitoring of the FACT Lite budget.
- Develops, maintains and ensures compliance with program policies and procedures.
- Monitors the collection of data to evaluate program effectiveness and other quality improvement activities.
- Supervises medical records management assuring medical records are in compliance with MHRC policies and procedures and in accordance with contractual and licensing requirements.
- Ensures programs compliance with the program description and contract.

Staff Monitoring:

- Conducts regular program staff meetings, as well as individual supervision of each staff member.
- Identifies needs for staff trainings, make recommendations for in-service training, provides documentation for all trainings for employee files, makes recommendations for staff to attend educational sessions.
- Facilitates recruitment, hiring, orientation, retention, evaluation and employee relations in coordination with the Director of FACT Programs and the Human Resource Department.

Position Requirements:

In order to be considered candidates must have a master's, doctoral, or medical degree in psychology, counseling, social work, marriage and family, psychiatric rehabilitation, human services, or psychiatry required.

Three years' experience working with individuals with severe psychiatric disabilities required.

One year supervisory experience preferred.

Valid Florida License as LMHC, LMFT, LCSW, Psychologist or MD required.

Each member of the FACT Lite team must meet MHRC/RBHS vehicle driver requirements, to include a valid Florida Driver's License, automobile insurance coverage equaling \$200,000 and no more than eight points on their license for any combination of violations.

The FACT Lite Team Coordinator position requires individual and group interaction with persons who have a serious and persistent mental illness in their home environment, a closed office, hospital, nursing home and/or locked unit.

The FACT Lite Team Coordinator to be able to make sound decisions independently on a daily basis, including but not limited to recognizing emergencies and life threatening situations and responding appropriately.

Strong communication skills are essential and this individual must be able to interact appropriately with internal and external customers, including families, caregivers, community service providers, supervisory staff and other department professionals.

Each FACT Lite team member contributes to the completeness and confidentiality of clinical records by ensuring documentation, paperwork and system entries meet internal and external guidelines for content, accuracy and timeliness.

Working knowledge of Microsoft Office Programs, email, and the use of the Internet is required.

Position Details:

Full Time Shift: Monday through Friday (rotating on-call for after hours, weekends, and holidays)

This full time position offers a comprehensive benefits package.